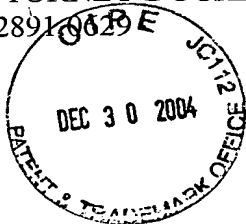


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PATENT APPLICATION  
USSN: 09/990,688

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Shmuel Shaffer et al.  
Serial No.: 09/990,688  
Filing Date: November 9, 2001  
Group Art Unit: 2642  
Examiner: Quynh H. Nguyen  
Title: **METHOD AND APPARATUS FOR MANAGING  
INCOMING AND OUTGOING CALLS AT AN  
ENDPOINT PLACED ON HOLD**

**Mail Stop AF**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

<p><b>EXPRESS MAIL CERTIFICATE</b> <b>NO.: EV 323310746 US</b></p> <p>I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR §1.10 on the date indicated above and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.</p> <p>Name: <u>Willie Jiles</u> Willie Jiles</p> <p>Date: <u>December 30, 2004</u></p>
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EV323310746US

**RESPONSE PURSUANT TO 37 C.F.R. § 1.116**

In response to the Final Office Action mailed November 2, 2004, Applicants respectfully request the Examiner to reconsider the rejection of the claims in view of the following Amendments thereto, and the comments as set forth below. Please amend the Application as follows.